



Potential Terms – KM Taxonomy

KM tools

- Collaboration tools
- Community tools
- Discussion database
 - Bulletin board
 - Collaborative space
- Expertise-management tools
- KM tool vendors
- Knowledge map
 - Knowledge model
- Knowledge base
 - Knowledge repository
 - Knowledge data base
- Portals
- Storytelling

Knowledge processes

- Best practices
- Collaboration
- Community of practice
- Customer relationship management
- Document management
- Expertise management
- FAQ
 - Help systems
- Intellectual capital management
 - Intellectual property management
 - Patents
 - Copyrights
- KM implementation
- KM measurement
- KM methodology
- Knowledge acquisition
 - Knowledge capture
 - Knowledge discovery
- Knowledge analysis
- Knowledge audit
 - Knowledge needs assessment
- Knowledge engineering
- Knowledge transfer
- Management of KM
- Storytelling
- Web self-service

Company examples

Knowledge architecture

- Categorization
- Classification
- Content architecture
- Metadata
- Ontologies
- Tagging
- Taxonomy
- Thesaurus

Knowledge roles

- Chief Knowledge Officer
- Intermediaries
- Knowledge Stewards
- Knowledge worker
- Subject-matter experts

Knowledge Types

- Expert knowledge
- Explicit knowledge
- Tacit knowledge

Search

- Concept search
- Document filtering
- Filtering tools
- Search engines

Other knowledge topics (otherwise known as NOC)

- Brain drain
- Change management
- Cynefin
- e-Learning
- Information explosion
- Innovation
- Knowledge assets
- Knowledge culture
- Knowledge leverage
- Knowledge security
- Libraries
- Reinventing the Wheel
- Social Capital